



Automatic Digital Exposure Notification

A **digital exposure notification** is an automatic text or email alert sent to all contacts that informs them of their exposure and provides them with recommended quarantine and testing dates. This micro-training covers the **basics of digital exposure notifications for contacts**, including: how to send a digital exposure notification, how to check notification status, and how to begin reviewing a notification. **For more detailed information, please review [the full job aid for Digital Exposure Notification](#).**

Reviewing Key Information and Sending a Notification

#1: Review Key Information:

- **First/Last Name, State, and County, and Last Date of Exposure to Source Patient #1** are mandatory fields for all contacts in CCTO. **Last Date of Exposure to Source Patient #1** is used to calculate the quarantine and testing dates sent to your contact. *The end-of-quarantine date sent to the contact will be 5 days from this exposure date regardless of the date in **Monitoring End Date**.*
- **Primary Phone or Email** is required to send a notification. If both are available, the contact will be sent two notifications.

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Barbara Roberts
Monitoring Event · MDA Form

Monitoring Event Assessments All Activities Referrals System Information Audit History Related

Record Information C# C-0000993743 Contact or Case Patient Contact Person Barbie Roberts	Monitoring Details Begin Monitoring? Yes Monitoring Status Monitoring Monitoring End Date 9/22/2021 Final Monitoring Outcome --- Symptom Onset Date 8/18/2021 Last Assessment Date 9/10/2021 4:23 PM First Date Symptoms Reported --- Most Recent Date Resource Need Reported ---	State NC - North Carolina Postal Code 27949 County Dare Last Date of Exposure to Source Patient #1 9/8/2021 Contact Information U.S. Primary Phone (will be used for text messages) 1-555-444-5454 U.S. Phone #2 1-__-__-__ Country Code 1 Phone #3 --- Email testingforarias@gmail.com
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Basic Info
 Priority Contact or Case ☐ No
 First Name **Barbara**
 Middle Name **Laverne**
 Last Name **Roberts**

#2: Save to Send a Notification Automatically:

- The **Send Notification?** toggle updates to "Yes" automatically when all required fields are complete. This toggle is locked, and you do not need to touch it.
- Once all required fields are complete, save your work, and a notification will send automatically. *For examples of what contacts receive, please see [the full job aid for Digital Exposure Notification](#).*

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☐ Send Notification ☒ Yes

REMINDER ABOUT AUTOMATIC NOTIFICATIONS:

Notifications send immediately upon saving if all criteria are met, regardless of time of day (for contacts flowing from NC COVID, this occurs when they enter CCTO between 8AM to 7PM). An auto-save, which can also send a notification, occurs after 30 seconds of inactivity. Check with your supervisor to see if this may affect your work hours. **For information on re-sending notifications, see page 2 of the [full job aid](#).**



Automatic Digital Exposure Notification

Checking Notification Status and Reviewing a Notification

#3: Check Notification Status

- You can confirm that a text and/or email was created by visiting the contact's **All Activities Page**.
- For notifications sent via text, you can also review whether this text was confirmed to be delivered or undelivered to a mobile phone number by reviewing the fields for **Most Recent Text Notification Status** and **Most Recent Notification Status Date**. See *below for status descriptions*.

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Monitoring Event Assessments All Activities Referrals System Information Related

+ New Activity

✓	Date Created ↓	Subject ↓	Regarding ↓	Activity Type ↓	Activity Sta... ↓	C
	9/10/2021 4:2...	Public Health Notification	Barbara Roberts	Text Mess...	Completed	#
	9/10/2021 4:2...	Public Health Notification	Barbara Roberts	Email	Completed	#

Text Communication Info

Send Notification ☐ Yes

Most Recent Text Notification Status	delivered
Most Recent Notification Status Date	9/10/2021 2:53 PM

#4: Review Notification

- If your contact has accessed their notification and provided information in the portal, the **Last Assessment Date** field will have been updated on the monitoring event (ME).
- This information can be found in the contact's **Assessments Page** under the entry marked "Notification." Within this entry, select the page for **Notification Contact Info**. This shows all information that your contact has submitted (which was automatically transferred onto their contact ME if they submitted a matching last name) against the original information entered in their ME. *For more details about reviewing the information on this page, please see the [full job aid for Digital Exposure Notification](#).*

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BR Barbara Roberts
Monitoring Event · MDA Form

Monitoring Event Assessments All Activities Referrals System Information Related

View records below

+ New Assessment

✓	Source Monitoring E...	Date	Created On	Local Healt...	Assessmen...
	Barbara Roberts	9/10/2021	9/10/2021 4:21 PM	Dare	Notification

A-0001648331
Assessment

Assessment Notification Contact Info Suggested Exposures System Information Related

Contact Info Provided Through Digital Notification		Original Contact Information	
First Name	Barbara	First Name	Barbara
Middle Name	Millicent	Middle Name	Laverne
Last Name	Roberts	Last Name	Roberts
Date of Birth (DOB)	12/29/1987	Date of Birth (DOB)	12/29/1987
Primary Phone Number	1-555-444-5554	Primary Phone Number	1-234-234-2344
Email	testinfoforarias@gmail.com	Email	testinfoforarias@gmail.com

TEXT NOTIFICATION STATUS DEFINITIONS:

- Delivered:** Text successfully delivered.
- Sent:** Text sent but delivery unknown as of timestamp in "Status Date."
- Queued, Sending, or Accepted:** Text not yet sent as of timestamp in "Status Date."
- Undelivered or Failed:** Text unsuccessful, likely due to landline number.
- Blank:** No text created.

*These fields will only update once; therefore, texts labeled as "Sent," "Sending," "Queued," or "Accepted" were not yet delivered at the time they were checked by the system (in **Status Date**) but likely were subsequently delivered.*